

Jim Doyle  
Governor

Helene Nelson  
Secretary



**State of Wisconsin**

Department of Health and Family Services

**DIVISION OF HEALTH CARE FINANCING**

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**SSI Milwaukee County Managed Care Advisory Committee  
Consumer Rights and Enrollment Workgroup**

**September 20, 2004  
10:00 a.m. – 12:00 p.m.**

**Country Inn Hotel  
2810 Golf Road, Waukesha, WI**

**AGENDA**

- 10:00 a.m.** Sign In, Welcome and Introductions
- 10:10 a.m.** Review Recommendations:  
Grievance Procedures  
Guidelines for MCO Advocates and Ombudsmen
- 10:30 a.m.** Discussion of Work Product #4:  
Enrollment Process and Who Will Be Served
- 11:15 a.m.** Discussion of Work Product #3:  
Informing and Education Materials
- 11:55 a.m.** Wrap Up

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